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RESPONSE UNDER 37 C.F.R. 1.116  
EXPEDITED PROCEDURE  
EXAMINING GROUP NO.: 3623

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the Application of:

APRIL A. OWEN ET AL.

Serial No.: 09/577,658

Filed: May 25, 2000

For: SYSTEM AND METHOD FOR  
MANAGING CUSTOMER  
CONTACTS AND RELATED  
INFORMATION

Art Unit: 3623

Examiner: M. Heck

AMENDMENT AFTER FINAL REJECTION

Box: AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

RECEIVED

MAR - 5 2004

GROUP 3600

Sir:

In response to the Office Action mailed on August 29, 2003, please amend the above-identified application as follows:

No extension of time or other fees are believed to be due, except as detailed in the attached documents. However, any extension of time necessary to prevent abandonment is hereby requested, and any fee necessary for consideration of this response is hereby authorized to be charged to Deposit Account Number 50-1390.

**Amendments to the Specification:** begin on page 3 of this paper.

**Amendments to the Claims:** reflected in the listing of claims that begins on page 4 of this paper.

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